

U.S. General Services Administration (GSA)

PRESIDENTIAL TRANSITION “HOT ISSUES” INFORMATION PAPER

SUBJECT: *Office of Products and Programs*

1. BACKGROUND:

The Office of Products and Programs (OPP) (formerly the Office of Citizen Services and Innovative Technologies - OCSIT) is considered the “products” arm of the Technology Transformation Service. This branch is responsible for operations, evolution, and scaling of mature products and services that fall under five key administration mission areas: Secure Cloud, Data & Analytics, Public Experience, Innovation, and Smarter IT. Additionally, OPP offers several free or low-cost tools to government agencies that result in millions of dollars in cost-savings or cost-avoidance across government.

a. Issues:

- Leadership vacancies: The Office of Products and Programs recently reorganized from 20 disparate programs into five mission-driven portfolios: Secure Cloud, Data & Analytics, Public Experience, Innovation and Smarter IT. TTS is currently competitively recruiting leaders for each of the portfolios.
- Evolving vision: The mission portfolios will continue to refine their vision and develop solutions and offerings to meet the most pressing government needs for government and the public.
- Limited Budget: Appropriations remain flat while OPP has elected to invest to invest in new programs squeezing resources available for mission delivery. To ensure best value against limited resources, all OPP programs went through a Program Review in FY16 to either pivot or bolster the strategy, find the most appropriate ‘owner’ for the program, or sunset the offering. One program, Open Opportunities, is being transitioned to OPM. Two additional programs, DigitalGov Search and Sites, are still undergoing Program Reviews.
- Exploring cost recovery: Many of the products and services classified as “good for government,” are funded through the Federal Citizen Services Fund and they lack cost reimbursement mechanisms. While some programs (especially the USA.gov Contact Center and the USA.gov Publications programs) have infrastructure in place to recoup costs, efforts to transition to a reimbursable model in other areas have proven challenging.
- Small investments to create an innovation pipeline: OPP, through the Federal Citizen Service Fund appropriations, receives approximately \$7 million dollars per year for Digital Service funding for “non-reimbursable government-wide tools, services, and platforms to support the successful development and delivery of digital services and transactions.” In FY15, OPP launched the ‘Great Pitch’ as a way of seeding an innovation funnel of new ideas to improve outcomes for government and citizens. This program has seeded 30+ ideas and some of the successful projects include the eRegulations platform and Draft U.S. Web Design Standards. OPP should continue to nurture these ‘series A’ projects and develop a strategy for maturing the offerings and finding long term program owners (GSA

or elsewhere) and either cost-recovery mechanisms or long term funding sources.

2. SCOPE AND EFFECT:

a. Impact on GSA's Customers (Federal Agencies, State and Local Governments)

- Agencies benefit from common platforms to meet OMB mandates and their mission needs through products such as Data.gov, CitizenScience.gov, Challenge.gov and the Digital Analytics Program.
- Agencies benefit from streamlined, and reusable secure cloud solutions that have received FedRAMP authorization.
- Agencies benefit from best practice sharing and educational opportunities through free for use DigitalGov University and 15 communities of practice.
- The public benefits from a consolidated USA.gov Contact Center and direct citizen services like USA.gov, GobiernoUSA.gov, Kids, and the Consumer Action Handbook.

b. Impact on the Private Sector Partners:

- FedRAMP has undertaken many initiatives in the last year to reduce the time to receive a FedRAMP authorization for cloud service offerings (CSOs) and streamline the authorization process for low impact systems.

3. ACTION(S) PLANNED OR REQUIRED:

- Continue the mission portfolio visioning strategies.
- Finalize the Program Reviews and continue ensuring the OPP product/solution mix are using the limited appropriations in the most effective way possible for the public and agencies.
- Continue the Great Pitch or another mechanism to ensure we are making small bets and prototyping new solutions for government and the public.

4. KEY STAKEHOLDER INTEREST:

- Programs are linked closely with the OMB and OSTP priorities.
- Private sector has taken a large interest in the FedRAMP processes to streamline the approval and promote the reuse of FedRAMP Authorized cloud service offerings.

5. FISCAL YEAR 2017/2018 BUDGET IMPACT:

The Office of Products and Programs is funded primarily by the Federal Citizen Services Fund. FY17 funding is expected to remain flat - at \$55M. Funding is dispersed amongst the five mission portfolios: Secure Cloud, Data & Analytics, Public Experience, Innovation and SmarterIT. In addition to funding existing programs, \$7M is set aside for non-reimbursable digital services.